

WorkForce Customer Representatives  
I, II, III



DEED



## RECEPTION RESOURCE AREA **CERTIFICATION PROGRAM**

*H*elping customers achieve their employment objectives is the goal of WorkForce Center System.

Minnesota  
Department  
of  
Employment  
and  
Economic  
Development

To support this effort, DEED is sponsoring a statewide certification program that trains staff working in reception and resource areas at WorkForce Centers in a baseline workforce development competencies.

---

*Improving  
lives, building  
communities.*

---



## WorkForce Customer Representatives I, II, III



### **Purpose**

The purpose of the Reception and Resource Area Certification Program (RRACP) is to train reception and resource area (RRA) staff at WorkForce Centers (WFC) in a baseline of work-force development competencies required to effectively serve WFC customers.

Upon successfully completion of the training, participants receive a designation-level certificate.

The goal of the RRACP is to ensure services delivered are standardized and consistent across the state.

### **Program Overview**

#### **Designation Levels:**

1. WorkForce Customer Representative I (WCR I): Reception staff.
2. WorkForce Customer Representative II (WCR II): Resource staff.
2. WorkForce Customer Representative III (WCR III): Guidance staff.

**Cost:** No Charge

**Delivery Method:** Webinar based, with exceptions of Assistive Technology equipment optional training.

**Validation:** Valid for three years. Recertification requires continuing education hours (CEH) as follows:

- WCR I level 12 CEHs
- WCR II & III levels 24 CEHs

**Training Modules:** The number of required modules is based the WCR level.

#### **Module 1: Required for WCR III Designation**

- Unit 1: Train-the-trainer I—Processes
- Unit 2: Train-the-trainer II—Guidance
- Unit 3: Customer Registration System
- Unit 4: Assistive Technology Equipment
- Unit 5a: MinnesotaWorks.net/Job Searching I
- Unit 5b: Job Searching II

#### **Module 2: Required for WCR I, II & III Designations**

- Unit 1a: WorkForce Center System I
- Unit 1b: WorkForce Center System II
- Unit 2: Customer Service
- Unit 3a: Population Awareness I
- Unit 3b: Population Awareness II
- Unit 4: Business Services
- Unit 5: Unemployment Insurance

#### **Module 3: Required for WCR II & III Designations**

- Unit 1: Customer Support
- Unit 2: Staff Support
- Unit 3: Labor Market Information
- Unit 4a: Career Planning I
- Unit 4b: Career Planning II
- Unit 5a: Job Searching Toolbox I
- Unit 5b: Job Searching Toolbox II

RRACP is sponsored by the Minnesota Department of Employment and Economic Development (DEED).

---

#### **For more information contact:**

Lisa Snyder  
DEED  
lisa.snyder@state.mn.us  
Phone: 651-259-7584  
www.deed.state.mn.us